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Interaction Concentrator Physical Data Model for a Microsoft SQL Database

Table G_IR_HISTORY

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This table contains information regarding all states, in chronological order, of the interaction, according to the information supplied by the specific provider, such as T-Server, Interaction Server, or the Outbound Contact Server. Whether ICON writes to this table is determined by the setting of one or more configuration options in the **[filter-data]** section.

Tip

To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: [Download a CSV file](#).

Hint: For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	Description
IRHID	numeric(16)	X	X		The unique ID of the interaction history record. This is the primary key.
IRID	varchar(50)		X		The ID of the Interaction record.
XSEQ	numeric(19)				Reserved
ChangeType	int				The type of change of interaction state. One of the following values: <ul style="list-style-type: none">1—ir_created-Interaction creation.

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Column	Data Type	P	M	F	Description
					<ul style="list-style-type: none"> 2—ir_terminated—Interaction termination. 3—ir_merged—Interaction merge (result of a two-step transfer or a two-step conference). #DICTIONARY TYPE 3
RefID	varchar(50)				Reserved
Added	datetime		X		The GMT-equivalent data and time when the record was added as inherited from the T-Server TEvent.
Added_ts	int				The UTC-equivalent value of the ADDED field.
Added_tcode	int				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in System Fields (for DB2, Microsoft SQL Server,

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Column	Data Type	P	M	F	Description
					Oracle, or PostgreSQL, respectively).
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved
